

CLAIMS

I claim:

- 1 1. A vacation request processing system comprising:
2 logic configured to provide a workload estimate comprising at least a first
3 workload statistic that is used to operate a first call center;
4 logic configured to provide a vacation eligibility criteria based on at least a
5 first rule; and
6 logic configured to process the vacation request of a first employee based on
7 the workload estimate and the vacation eligibility criteria.
- 1 2. The system of claim 1, wherein the first workload statistic comprises an
2 estimated volume of telephone calls that the first call center is expected to handle over
3 a first period of time.
- 1 3. The system of claim 1, wherein the first workload statistic comprises an
2 estimated volume of telephone calls that the first call center is expected to handle over
3 a first period of time, and wherein the estimated volume of telephone calls is derived
4 from historical call volume data obtained from a communications switch.
- 1 4. The system of claim 1, wherein the first workload statistic comprises an
2 expected number of operators needed to operate the first call center during a first
3 period of time.
- 1 5. The system of claim 1, wherein the first workload statistic is derived from
2 telephone call data stored in a database of a POTS switch.
- 1 6. The system of claim 1, wherein the first rule is derived from an employment
2 grade of the first employee, and wherein the employment grade comprises at least one
3 of a payscale and a length of service of the first employee.
- 1 7. The system of claim 1, wherein the workload estimate is provided to the first
2 call center in a timely basis, the timely basis comprising at least one of an hourly

3 basis, a daily basis, a weekly basis, a monthly basis, a quarterly basis, a semi-annual
4 basis, and an annual basis.

1 8. The system of claim 7, wherein the vacation eligibility criteria is provided in a
2 timely basis, the timely basis comprising at least one of an hourly basis, a daily basis,
3 a weekly basis, a monthly basis, a quarterly basis, a semi-annual basis, and an annual
4 basis.

1 9. The system of claim 1, wherein logic configured to process the vacation
2 request comprises:
3 logic configured to receive the vacation request of the first employee;
4 logic configured to deny the vacation request due to a lack of vacation
5 availability at a time of the vacation request; and
6 logic configured to grant the vacation request due to a vacation availability at
7 a time after the vacation request was denied.

1 10. The system of claim 9, wherein granting the vacation request comprises
2 transmitting an e-mail to the first employee.

1 11. A method of processing a vacation request, the method comprising:
2 providing a workload estimate comprising at least a first workload statistic
3 that is used to operate a first call center;
4 providing a vacation eligibility criteria based on at least a first rule; and
5 processing the vacation request of a first employee based on the workload
6 estimate and the vacation eligibility criteria.

1 12. The method of claim 11, wherein the first workload statistic comprises an
2 estimated volume of telephone calls that the first call center is expected to handle over
3 a first period of time.

1 13. The method of claim 11, wherein the first workload statistic comprises an
2 estimated volume of telephone calls that the first call center is expected to handle over
3 a first period of time, and wherein the estimated volume of telephone calls is derived
4 from historical call volume data obtained from a communications switch.

1 14. The method of claim 11, wherein the first workload statistic comprises an
2 expected number of operators needed to operate the first call center during a first
3 period of time.

1 15. The method of claim 11, wherein the first workload statistic is derived from
2 telephone call data stored in a database of a POTS switch.

1 16. The method of claim 11, wherein the first rule is derived from an employment
2 grade of the first employee, and wherein the employment grade comprises at least one
3 of a payscale and a length of service of the first employee.

1 17. The method of claim 11, wherein the workload estimate is provided to the first
2 call center in a timely basis, the timely basis comprising at least one of an hourly
3 basis, a daily basis, a weekly basis, a monthly basis, a quarterly basis, a semi-annual
4 basis, and an annual basis.

1 18. The method of claim 17, wherein the vacation eligibility criteria is provided in
2 a timely basis, the timely basis comprising at least one of an hourly basis, a daily
3 basis, a weekly basis, a monthly basis, a quarterly basis, a semi-annual basis, and an
4 annual basis.

1 19. The method of claim 11, wherein processing the vacation request comprises:
2 receiving the vacation request of the first employee;
3 denying the vacation request due to a lack of vacation availability at a time of
4 the vacation request; and
5 granting the vacation request due to a vacation availability at a time after the
6 vacation request was denied.

1 20. The method of claim 19, wherein granting the vacation request comprises
2 transmitting an e-mail to the first employee.

1 21. The system of claim 11, further comprising:
2 means for receiving the vacation request of the first employee;

3 means for denying the vacation request due to a lack of vacation availability at
4 a time of the vacation request; and
5 means for granting the vacation request due to a vacation availability at a time
6 after the vacation request was denied.

1 22. A vacation request processing system stored on a computer-readable medium,
2 the system comprising:

3 computer-readable code that provides a workload estimate comprising at least
4 a first workload statistic that is used to operate a first call center;

5 computer-readable code that provides a vacation eligibility criteria based on
6 at least a first rule; and

7 computer-readable code that processes the vacation request of a first employee
8 based on the workload estimate and the vacation eligibility criteria.

1 23. The system of claim 22, wherein the first workload statistic comprises an
2 estimated volume of telephone calls that the first call center is expected to handle over
3 a first period of time.

1 24. The system of claim 22, wherein the first workload statistic comprises an
2 estimated volume of telephone calls that the first call center is expected to handle over
3 a first period of time, and wherein the estimated volume of telephone calls is derived
4 from historical call volume data obtained from a communications switch.

1 25. The system of claim 22, wherein the first workload statistic comprises an
2 expected number of operators needed to operate the first call center during a first
3 period of time.

1 26. The system of claim 22, wherein the first workload statistic is derived from
2 telephone call data stored in a database of a POTS switch.

1 27. The system of claim 22, wherein the first rule is derived from an employment
2 grade of the first employee, and wherein the employment grade comprises at least one
3 of a payscale and a length of service of the first employee.

1 28. The system of claim 22, wherein the workload estimate is provided to the first
2 call center in a timely basis, the timely basis comprising at least one of an hourly
3 basis, a daily basis, a weekly basis, a monthly basis, a quarterly basis, a semi-annual
4 basis, and an annual basis.

1 29. The system of claim 28, wherein the vacation eligibility criteria is provided in
2 a timely basis, the timely basis comprising at least one of an hourly basis, a daily
3 basis, a weekly basis, a monthly basis, a quarterly basis, a semi-annual basis, and an
4 annual basis.

1 30. The method of system 22, wherein computer-readable code that processes the
2 vacation request comprises:

3 computer-readable code that receives the vacation request of the first
4 employee;

5 computer-readable code that denies the vacation request due to a lack of
6 vacation availability at a time of the vacation request; and

7 computer-readable code that grants the vacation request due to a vacation
8 availability at a time after the vacation request was denied.

1 31. The system of claim 30, wherein in granting the vacation request computer-
2 readable code transmits an e-mail to the first employee.